



## CITY•OF•BOUNTIFUL

# NOTICE OF JOB OPENING CUSTOMER SERVICE REPRESENTATIVE

**Posting Date:** January 17, 2014  
**Department:** Treasury  
**Reports to:** City Treasurer  
**Salary Range:** Grade 6 (Salary \$13.85 per hour)  
**Position Type:** Part-Time (approx. 20-25 hours per week)  
**How to Apply:** Applications available at [bountifulutah.gov](http://bountifulutah.gov)  
Send to: Human Resources, 790 South 100 East,  
Bountiful, Utah 84010 Email: [jobs@bountifulutah.gov](mailto:jobs@bountifulutah.gov)  
**Posting Deadline:** 6:00 P.M., February 6, 2014

### **Overview:**

Under the supervision of the City Treasurer, performs a variety of complex utility billing, customer service and clerical duties associated with receiving and depositing revenues.

### **Tasks:**

Receives, verifies, and processes utility bill payments and other revenues; Edits and verifies receipts and charges for revenue accounts from other City Departments; Researches and responds to customer inquiries and complaints regarding charges, delinquencies, and deposit refunds; Prepares daily cash drawer summaries, balances monies received and prepares deposit slips; Accurately inputs all transactions and payments into computer databases.

Processes utility service orders including connects, transfers, and disconnects, and assists customers in completing forms. Collects deposits, and verifies the accuracy of information; Explains utility billing policies and procedures to customers; Enters customer information into computer databases and answers questions regarding account status, and makes adjustments when errors are found.

Performs all duties related to efficient utility billing. Prepares adjustment and billing reports. Processes returned checks (NSF) and collects associated service charges. Determines necessity of disconnecting electricity to expedite collections; informs and negotiates payment of delinquent accounts and authorizes reconnection of power within established guidelines; Determines action to be taken for serious delinquencies including use of collection agency, court action or write off.

### **Knowledge, Skills and Other Characteristics:**

Knowledge of:

- Basic customer service principles and techniques.
- Collection processes, enforcement techniques and available legal actions.
- Microsoft Excel, Microsoft Word and understanding of database functionality

Ability to:

- Administer utility policies in a professional manner including responding tactfully and courteously to customer inquiries and complaints.
- Interpret complex statutes, procedures, regulations and guidelines.
- Learn computer software programs used in the utility billing and revenue collection processes.
- Learn Bountiful City codes/ordinances/policies regarding utility billing and general revenue collection.
- Establish and maintain effective working relationships with others including management, elected officials, department representatives, citizens and customers.
- Communicate effectively both verbally and in writing.

### **Qualifications:**

Required:

- High school diploma, GED (or equivalent).
- Education or experience equivalent to two (2) years full-time customer service work.
- A valid Utah driver's license.
- Must be bondable.